

# AHCCCS ON-LINE CLAIM SUBMISSION MANUAL

## Section 1:

### How to sign on



Go to the AHCCCS  
Web-site  
([www.azahcccs.gov/site/](http://www.azahcccs.gov/site/))

File Edit View Favorites Tools Help



Address <http://www.azahcccs.gov/site/>

Arizona Health Care Cost Containment System (AHCCCS) - Microsoft Internet Explorer provided by AHCCCS

File Edit View Favorites Tools Help



Address <http://www.azahcccs.gov/site/>

Click on Plans &  
Providers

## Arizona Health Care Cost Containment System

AHCCCS

Keyword search

:: Home :: About AHCCCS :: Contact AHCCCS :: Employment :: Español :: Site Map

### Links For ...

- Members & Applicants
- Plans & Providers
- Community Relations
- Studies & Statistics
- Reporting Fraud & Abuse
- Contracting & RFPs
- Planning & Budgeting
- Public Notices
- Related Links
- AHCCCS E-Health Initiative

### Coverage For ...

- Families
- Children Only
- Pregnant Women
- Adults Without Children
- Seniors
- Small Businesses

### QUICK LINKS



- [How to apply](#)
- [Get an application](#) [PDF]
- [Eligibility Income Requirements](#) [PDF]
- [List of Health Plans](#)
- [Office locations](#)
- [Member grievance process](#)
- [Federally Qualified Healthcare Centers \(FQHC's\) and Rural Health Clinics \(RHC's\)](#)
- [New Medicare Prescription Drug Benefit](#)


### NEWS

**New eligibility requirements for all AHCCCS members and applicants claiming U.S. citizenship.**  
Proof of U.S. Citizenship and identity must be provided starting July 1, 2006. [\[Details\]](#)

**Evercare Select Members Enrollment Information**  
[Details](#) [PDF, 26Kb]

**AHCCCS announces Award of Contracts for the Arizona Long Term Care System (ALTCs)**  
[Details](#) [PDF, 29Kb]

**Special Update to the AHCCCS Medical Policy Manual (AMPM)**  
Please see changes to AHCCCS Medical Policy on the coverage of incontinence briefs. [\[Details\]](#)



# Arizona Health Care Cost Containment System

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## QUICK LINKS FOR HEALTH PLANS & PROVIDERS

### Medicare Modernization Act (MMA) of 2003

These training materials are specifically for Health Plans, Regional Behavioral Health Authorities, and Program Contractors.

- [Instructor's Guide](#) [PDF, 700 Kb]
- [Student's Guide](#) [PDF, 2 Mb]
- [Supporting Power Point](#) [PDF, 231 Kb]

## NEWS

5/3/2006

**AHCCCS announces Award of Contracts for the Arizona Long Term Care System (ALTCs)**  
[Decision Announcement](#) [PDF]

6/17/2005

**Maricopa Long Term Care Plan to shut down Sept. 30th**  
 Some 6,300 AHCCCS members will be affected and will have to change plans.

6/17/2005

**Medicare Modernization Act (MMA) of 2003**  
 AHCCCS coverage of prescription drugs will end effective December 31, 2005, for AHCCCS enrollees who also have Medicare coverage.

9/1/2004

**Notice to AHCCCS Fee For Service Providers**  
 Due to a problem with the regular claims payment cycle of August 31, 2004, AHCCCS ran a special claims payment cycle with the payment date of September 2, 2004.

[Baby Arizona](#)  
 If you are a physician interested in becoming a participating Baby Arizona provider.

[April 2004 Co-payment Injunction Notice](#)  
 This notice is provided in PDF format.

[Check Eligibility/Enrollment & Claim Status on-line.](#)  
 All registered AHCCCS Providers are eligible to create an account and use this service to check eligibility/enrollment & claim status on-line.


[Newborn Notification](#)  
 All registered AHCCCS Health Plans and Hospitals are eligible to use the online Newborn Notification process to notify AHCCCS when a baby is born to an AHCCCS member.

Click on

Check Eligibility / Enrollment & Claim Status on-line

Click on

Check Eligibility / Enrollment Claim Status on-line



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[Fraud and Abuse](#)

## Check Eligibility and Enrollment

This section contains information of interest to AHCCCS health plans, program contractors and providers

[Check Eligibility/Enrollment & Claim Status on-line.](#)

All registered AHCCCS Providers are eligible to create an account and use this service to [check eligibility/enrollment & claim status on-line.](#)



**A Security Alert box will appear (for first time users only).**

**Just click on the OK button.**



Thank you for visiting AHCCCS Online. In order to use the site, you must have an active account. Please login or create a new account. For questions, please contact our Customer Support Center at **(602) 417-4451**.

**Enter your User Name**

**Password**

**Click on Login**

### Sign In

User Name:

Password:

LOGIN

Forgot your Password? [Click Here](#)

Note • User Names and Passwords are case-sensitive.

### NOTE:

**If you do not have a User Name and Password or are a first time user go to Section 2 (Create ID & Password)**

### New Account

[Click Here](#) to create an AHCCCS Online user account.

To learn more about AHCCCS Online, [Click Here](#)

Click on

[Claim Submission.](#)

**Note:**

**See Section 4 – 4.c**

**For instructions on how to submit your claims.**



## Arizona Health Care Cost Containment System

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### Main Menu

- Eligibility and Enrollment Status
- Provider Information
- Claim Status
- Electronic Remittance Advice
- Prior Authorization Inquiry
- Newborn Notification
- Claim Submission

▲For security purposes, your session will b

Claim Status allows providers to check the status of **Fee-For-Service** c  
capitated Health Plan, please contact the Health Plan for claim inquiries. F  
information, please click on [Health Plan Listing](#).

Claim Submission allows providers to submit **Fee-For-Service** claims to  
Professional, Institutional and Dental claims will be accepted.

Prior Authorization Inquiry will allow providers to verify the status of prev

Eligibility and Enrollment Status allows providers to verify an AHCCCS re  
Health Plan. Providers also can obtain Medicare and other third party cov

Newborn Notification allows providers to submit newborn information to A  
Center is not available.

Provider Information allows providers to update their correspondence ad  
update) their Service and Pay-To Addresses, Group Affiliations and Authc  
please click on [AHCCCS Provider Registration](#).

### Account Information

User Name:	anonymous
User ID:	0000015
Type:	Individual
IP:	170.68.241.1
Provider ID:	000000
User Account	



The AHCCCS mainframe systems will ha  
downtimes (usually weekends), the web :  
**602-417-4444**. During system downtim  
immediate assistance regarding eligibility  
for eligibility inquiries at **602-417-7200**  
at **602-417-7670**. For a full list of conta